

High Sick Leave Consumption Information Technology



KPI Owner: Terri Yates

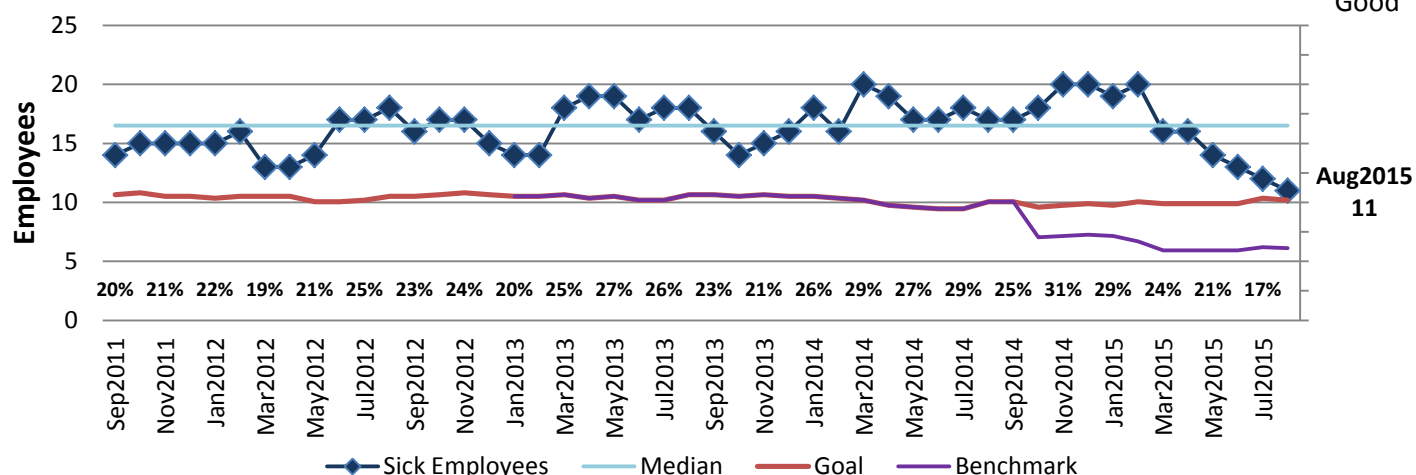
Process: Sick Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 16 Employees Per Month Goal: Reduce the number of employees with high sick leave consumption to 15% or less of total staff (approximately 10 people) Benchmark: 9% LMG Top Quartile Oct2015	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Continue working with employees to code leave as FMLA where warranted. Continue coaching efforts for employees with high sick which is not FMLA.

How Are We Doing?

Sep2014-Aug2015 12 Month Avg Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
10	16		10	11	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Brainstormed Root Causes

- * Incorrect time coding
- * No formal and consistent sick management process
- * Burning sick time before resigning